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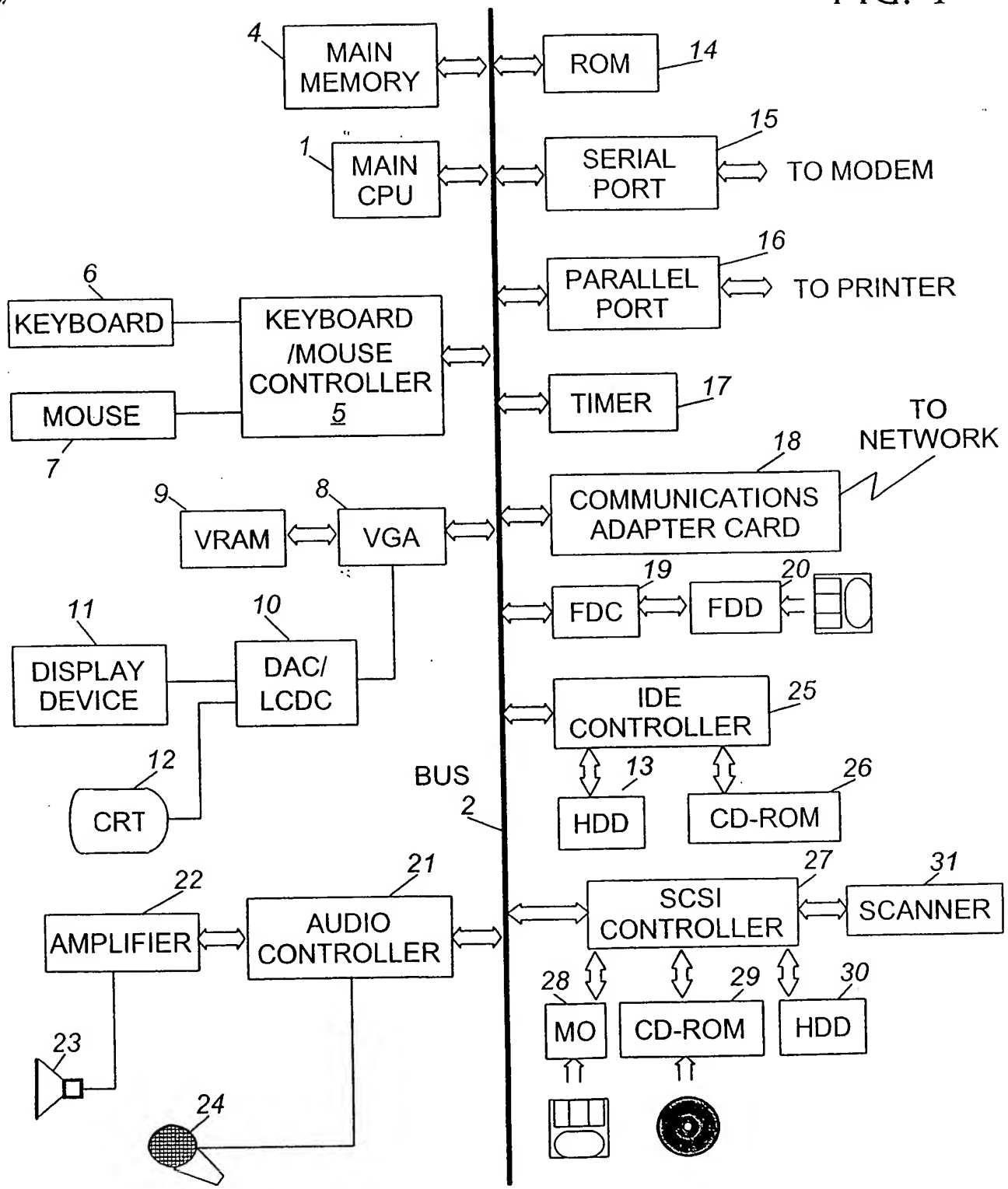
PATENT & TRADEMARK OFFICE

FIG. 1



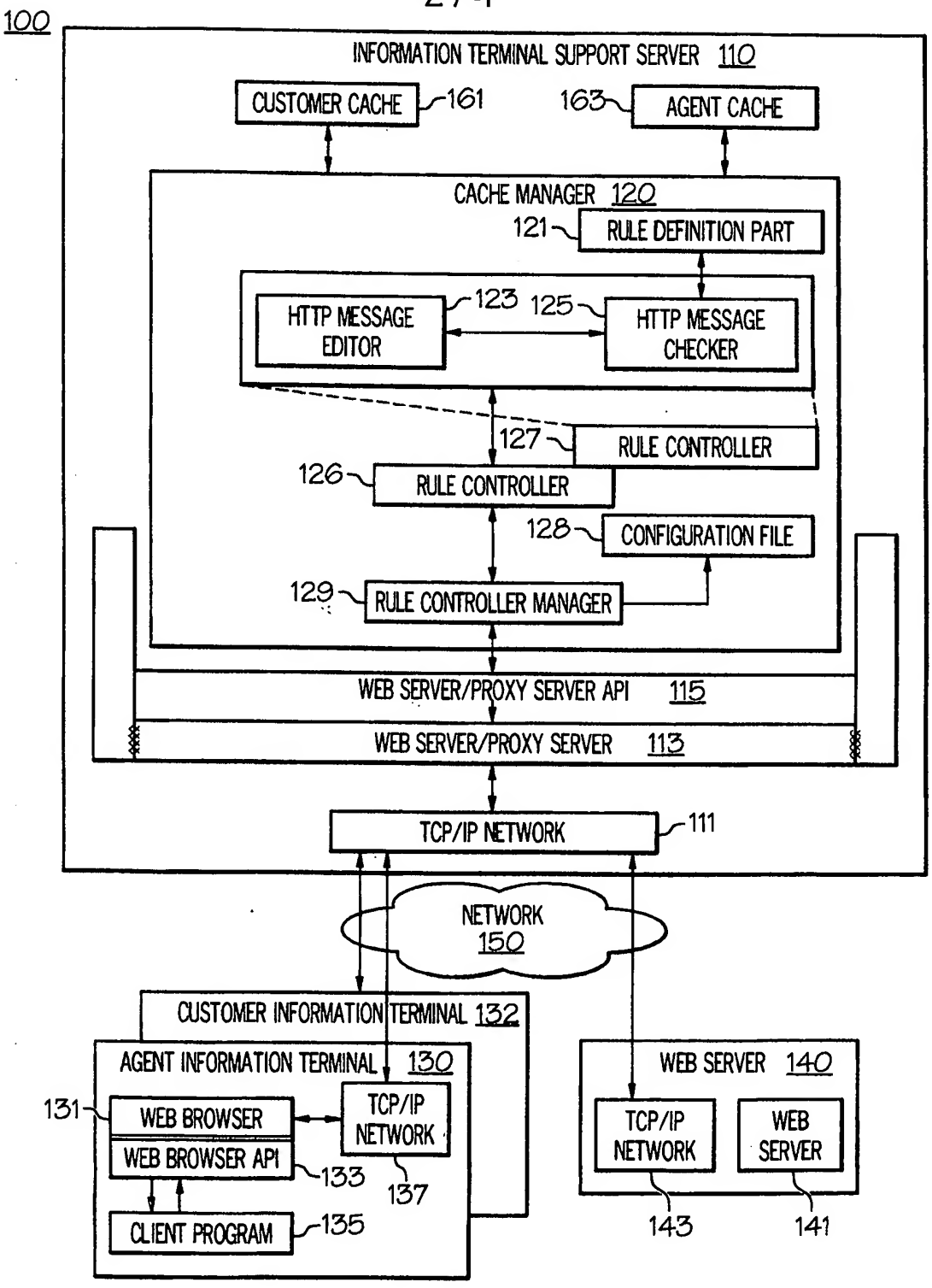

100
INFORMATION TERMINAL SUPPORT SERVER 110
CUSTOMER CACHE
161
163
AGENT CACHE
CACHE MANAGER 120
121
RULE DEFINITION PART
HTTP MESSAGE EDITOR
123
125
HTTP MESSAGE CHECKER
127
RULE CONTROLLER
126
RULE CONTROLLER
128
CONFIGURATION FILE
129
RULE CONTROLLER MANAGER
WEB SERVER/PROXY SERVER API 115
WEB SERVER/PROXY SERVER 113
TCP/IP NETWORK
111
NETWORK 150
CUSTOMER INFORMATION TERMINAL 132
AGENT INFORMATION TERMINAL 130
131
WEB BROWSER
WEB BROWSER API
133
TCP/IP NETWORK
137
CLIENT PROGRAM
135
WEB SERVER 140
TCP/IP NETWORK
WEB SERVER
143
141

FIG. 2

FIG. 3

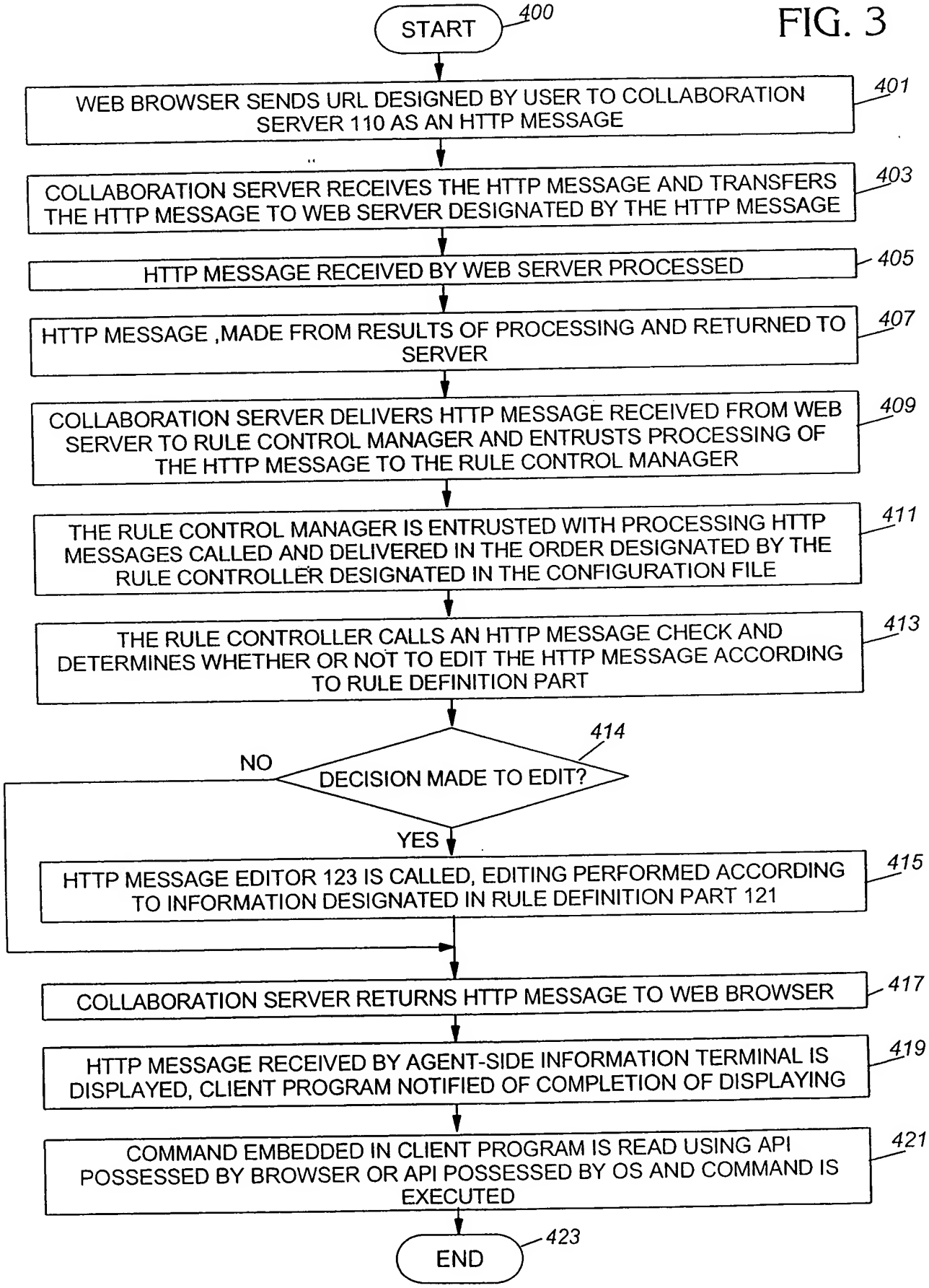

START
400
WEB BROWSER SENDS URL DESIGNED BY USER TO COLLABORATION SERVER 110 AS AN HTTP MESSAGE
401
COLLABORATION SERVER RECEIVES THE HTTP MESSAGE AND TRANSFERS THE HTTP MESSAGE TO WEB SERVER DESIGNATED BY THE HTTP MESSAGE
403
HTTP MESSAGE RECEIVED BY WEB SERVER PROCESSED
405
HTTP MESSAGE ,MADE FROM RESULTS OF PROCESSING AND RETURNED TO SERVER
407
COLLABORATION SERVER DELIVERS HTTP MESSAGE RECEIVED FROM WEB SERVER TO RULE CONTROL MANAGER AND ENTRUSTS PROCESSING OF THE HTTP MESSAGE TO THE RULE CONTROL MANAGER
409
THE RULE CONTROL MANAGER IS ENTRUSTED WITH PROCESSING HTTP MESSAGES CALLED AND DELIVERED IN THE ORDER DESIGNATED BY THE RULE CONTROLLER DESIGNATED IN THE CONFIGURATION FILE
411
THE RULE CONTROLLER CALLS AN HTTP MESSAGE CHECK AND DETERMINES WHETHER OR NOT TO EDIT THE HTTP MESSAGE ACCORDING TO RULE DEFINITION PART
413
414
DECISION MADE TO EDIT?
NO
YES
HTTP MESSAGE EDITOR 123 IS CALLED, EDITING PERFORMED ACCORDING TO INFORMATION DESIGNATED IN RULE DEFINITION PART 121
415
COLLABORATION SERVER RETURNS HTTP MESSAGE TO WEB BROWSER
417
HTTP MESSAGE RECEIVED BY AGENT-SIDE INFORMATION TERMINAL IS DISPLAYED, CLIENT PROGRAM NOTIFIED OF COMPLETION OF DISPLAYING
419
COMMAND EMBEDDED IN CLIENT PROGRAM IS READ USING API POSSESSED BY BROWSER OR API POSSESSED BY OS AND COMMAND IS EXECUTED
421
END
423

FIG. 4

CscHTMLRuleHndlr=/usr/lpp/ibmcf/lib/csmplhdr.so

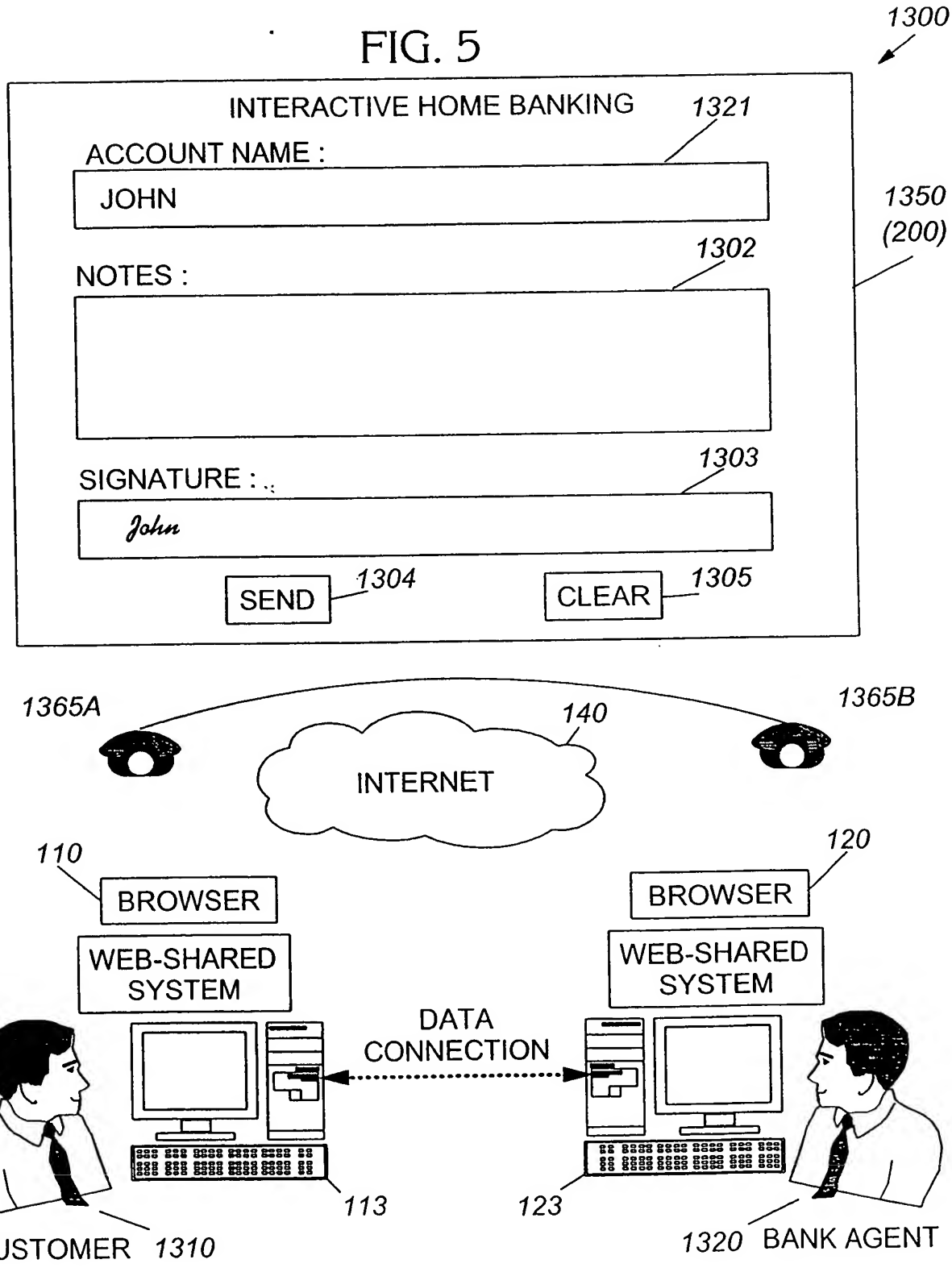



FIG. 5